



SORG Rollstuhltechnik GmbH + Co.KG
Benzstraße 3-5
68794 Oberhausen-Rheinhausen
Germany
Tel.: +49 7254 9279 - 0
Fax: +49 7254 9279 - 10
info@sorgrollstuhltechnik.de
www.sorgrollstuhltechnik.de

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Benzstraße 3-5 ▪ 68794 Oberhausen-Rheinhausen

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Oberhausen-Rheinhausen, 24.10.2017

Customer number: customer-nr.

Preventive replacement – urgent safety information

Corrective action VK-0012 for:

- **Wheelchair models Mio, Mio Move, Kika and Vector with delivery one-hand push handle during the time from 11/2012 – 09/2016.**

Dear Sirs and Madams,

The name SORG Rollstuhltechnik stands for quality and safety. Due to this claim we observe our wheelchairs even after they have reached the customer.

In the course of this continuous market observation, we have drawn attention to a possible weakness in the product one-hand push handle on SORG wheelchairs.

In order to prevent damage or breakage on the affected wheelchairs, we have developed an exchange kit. With this cover letter, you will get the records concerning the wheelchairs you have handed over in the past.

With the enclosed application form, you can order the appropriate exchange sets free of charge after identification of the wheelchair.

Check list of the measures to be taken by the addressee:

- Identification of the wheelchair commissions to which you currently have access
- Inform your customers about the corrective action
- Confirmation to SORG that your customers - if possible - were informed
- (attachment 1: **Confirmation form**)
- Ordering the exchange sets (attachment 2: **Requirements form**)
- Assemble the exchange set to the identified wheelchairs in your company using the assembly instructions (attachment 4: **Assembly instructions**)

Passing on the described information:

Please ensure that all users of the affected products and other persons to be informed are aware of this urgent safety information. If you have distributed the products to a third party, please forward a copy of this information and inform the contact person listed below.

We would like to thank you in advance for your efforts. For further questions, please refer to the enclosed FAQs. Of course you may contact Manfred Ball at +49 (0)7254/ 9279 0 or via e-mail at produktmanagement@sorgrollstuhltechnik.de.

All this information and the attachments are also available in electronic form on our website at www.sorgrollstuhltechnik.de/einhandschiebegriff.

Best regards



product management

SORG Rollstuhltechnik GmbH+CO.KG



safety officer (MPG)

SORG Rollstuhltechnik GmbH+CO.KG

attachment 1: **Confirmation form**

attachment 2: **Requirements form**

attachment 3: **FAQ**

attachment 4: **Assembly instructions**

attachment 5: **Records** of identified products / commissions